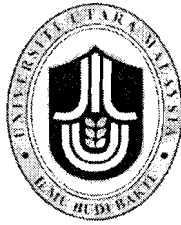


AN EVALUATION OF THE OCCUPATIONAL STRESS AMONG EMPLOYEES
OF PERMODALAN NASIONAL BERHAD

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Thesis Submitted to the Othman Yeop Abdullah
Graduate School of Business, Universiti Utara Malaysia,
In Fulfilment of the Requirement for the
Master of Human Resource Management
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Othman Yeop Abdullah
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ABSTRACT

This is an evaluation study on occupational stress experienced among employees of Permodalan Nasional Berhad (PNB). It has four main objectives. The first objective is to determine the average level of occupational stress among the employees of PNB. The second objective is to identify the most common factors (stressors) that caused occupational stress among the employees of PNB. The third objective is to determine whether there is a significant difference in occupational stress level experience by type A Behaviour Pattern (TABP) and type B Behaviour Pattern (TBBP). The fourth objective is to determine whether there are significant differences in term of the occupational stress levels experienced by subgroups of the demographic variable such as gender, marital status, age groups, position (designation), education level, length of service and division (work placement). The findings of this study showed that generally the employees of PNB were experiencing low occupational stress level. The most common factors that caused occupational stress among the employees of PNB were work overload, work condition and time management. In term of association, relationship with $r=0.379$ and reward system with $r=0.308$ seems to have stronger correlations with occupational stress level. There was no significant difference between the mean level of TABP and TBBP respondents of this study (p value > 0.05). Lastly, there were no significant differences in the occupational stress among the different subgroups of the demographic variables namely gender, marital status, age groups, position, education level and length of service (p value > 0.05). However, there is significant differences in the occupational stress among the different subgroups of the demographic variables namely division (p value < 0.05).

ABSTRAK

Kajian ini adalah untuk mengkaji tentang isu tekanan kerja di kalangan kakitangan di Permodalan Nasional Berhad (PNB). Kajian ini menggariskan empat objektif utama. Objektif pertama kajian ini adalah untuk menentukan tahap tekanan kerja yang dialami oleh kakitangan PNB. Objektif kedua adalah untuk mengenal pasti faktor-faktor utama (stressor) yang menyebabkan tekanan kerja dikalangan kakitangan PNB. Manakala objektif ketiga adalah untuk menentukan sama ada terdapat perbezaan yang signifikan dalam tahap pengalaman tekanan kerja antara jenis personaliti A (TABP) dan jenis personaliti B (TBBP). Objektif keempat adalah untuk menentukan sama ada terdapat perbezaan yang signifikan dalam jangka tahap tekanan kerja yang dialami oleh subkumpulan pembolehubah demografik seperti jantina, status perkahwinan, kumpulan umur, kedudukan (jawatan), tahap pendidikan, tempoh perkhidmatan dan bahagian (penempatan). Hasil kajian ini menunjukkan bahawa secara umumnya pekerja PNB telah mengalami tahap tekanan kerja yang rendah. Antara faktor-faktor yang menjadi punca utama tekanan kerja di kalangan kakitangan PNB adalah beban kerja yang berlebihan, keadaan atau ciri-ciri kerja dan pengurusan masa. Manakala, hubungan sesama pekerja dengan nilai $r = 0.379$ dan sistem ganjaran dengan nilai $r = 0.308$ menunjukkan kolerasi positif yang signifikan dengan tahap tekanan kerja. Tidak ada perbezaan yang signifikan antara responden-responden TABP dan TBBP (nilai $p > 0.05$). Tidak terdapat perbezaan yang signifikan dari segi tahap tekanan kerja dikalangan pelbagai kumpulan kecil dalam aspek demografik seperti jantina, status perkahwinan, kumpulan umur, kedudukan, tahap pendidikan dan tempoh perkhidmatan (nilai $p > 0.05$). Walau bagaimanapun, bahagian (penempatan) mempunyai perbezaan yang signifikan dari segi tahap tekanan kerja di kalangan pelbagai kumpulan kecil dalam aspek demografik (nilai $p < 0.05$).

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LIST OF ABBREVIATIONS

OS	:	Occupational Stress
PNB	:	Permodalan Nasional Berhad
TABP	:	Type A Behaviour Pattern
TABBP	:	Type B Behaviour Pattern

CHAPTER ONE

INTRODUCTION

1.0 Overview

This chapter is divided into seven parts: (1) Background of the Study, (2) Problem Statement, (3) Research Questions, (4) Research Objectives, (5) Significance of the Study, (6) Scope and Delimitation of the Study and (7) Organization of the Thesis.

Part One, Background of the study describes stress and its numerous effects in the workplace environment. Part Two, Problem Statements, presents the many devastating effects and dysfunctions caused by stress. Research Questions and Research Objectives form part three and part four of this chapter, respectively. Part five of this chapter highlights the significance of the study in relation to the prevalent sources of the occupational stress, the experience of the severity and frequency of the specific stressors events by the respondents. Part six forms the scope and delimitation of the study and the final part of this chapter, part seven, elaborates on the organization of the remaining chapters of this study.

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